Achievement of Performance Pledges

(A) Enquiries

	Response time		
By telephone or in person	Immediate	Within 30 minutes	Greater than 30 minutes
	12,598 (99.83%)	20 (0.16%)	1 (0.01%)
In writing	Within 5 working days	Within 6-10 working days	Greater than 10 working days
	51 (96.2%)	2 (3.8%)	0

Note: The above figures exclude enquiries on existing complaints.

(B) Complaints

	Response time		
Initial assessment and acknowledgement*	Within 5 working days (target: 80%)	Within 6-10 working days (target: 20%)	Greater than 10 working days
	917 (77.58%)	140 (11.84%)	125 (10.58%)

*** Excluding potential complaints and cases outside jurisdiction or under restriction.**

Cases concluded	Cases outside jurisdiction or under restriction			Other cases		
	Within 10 working days (target: 70%)	Within 11-15 working days (target: 30%)	Greater than 15 working days	Less than 3 months (target: 60%)	Within 3-6 months (target: 40%)	Greater than 6 months
	541 (60.65%)	331 (37.11%)	20 (2.24%)	1,519 (57.52%)	1,047 (39.64%)	75 (2.84%)

(C) Group visits and talks

	Response time	
Requests for guided group visits	Within 5 working days	Greater than 5 working days
	81 (100%)	0
Requests for outreaching talks	Within 10 working days	Greater than 10 working days
	15 (100%)	0